Why do it? Drive-thru primary care allows healthy people to continue receiving primary care services in a way that is safe and convenient, while maintaining physical distance.

Potential drive-thru services

- Limited physical exam (HEENT)
- Vitals (blood pressure, heart, lungs)
- Vaccines for adults
- Vaccines for children
- Fingerstick HbA1c
- Blood draws (e.g., INRs)
- MAT
- Oral fluid testing
- Other injectable medication (e.g., birth control)
- Pharmacy refill pick-up
- Flu, strep throat and COVID-19 testing
- Future mass vaccination for COVID-19

Setup

- Identify staff involved:
  - Registration staff
  - Runner staff to bring supplies from inside the clinic to the parking lot
  - Primary staff performing services:
    - Medical assistant
    - RN
    - Clinical pharmacist
    - Provider
  - Discharge staff
  - Medical and administrative oversight
- Scheduling:
  - Utilize appointments to manage the volume of individuals and prepare for the specific patient needs.
  - Consider scheduling a telemedicine hybrid visit (e.g., telemedicine visit with PCP first, drive-thru clinic for vitals, vaccines, etc.).
  - Incorporate online/phone screening to assess patient risk of COVID-19.
  - Additional information to get from patient:
    - Do they need a work letter?
    - Car make, model and license plate number
- Check-in process:
  - Call or text staff inside the clinic to let them know the patient has arrived.
  - Collect co-payment, if applicable.
  - Notify staff of the car’s make and model, or utilize a parking space number system.
  - The runner can alert staff inside the clinic that the patient has arrived so they can prep the supplies for the appointment (labels, vaccines, etc.).
- Discharge:
  - Review any follow-up instructions from the provider.
  - Send the after-visit summary (AVS) electronically through the Member Portal, if possible.
Considerations for implementation

- PPE
- Space/parking lot
- Signage
- Technology (e.g., laptop, tablet, telephone)
- Tents for patient privacy and to protect health workers from weather
- Appropriateness of drive-thru setting for your patient population (e.g., a child’s temperament for vaccine administration)
- Telephone interpretation for members who speak a language other than English
- Transportation (for patients without access to a car, will you set-up a walk-through station?)
- Billing: Remains the same as when services are provided inside the clinic.

Additional resources

Sample drive-up POC testing workflow

<table>
<thead>
<tr>
<th>Schedule</th>
<th>1st Appointment</th>
<th>2nd Appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical assistant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MA 2: Inform pt of POC to be done. Pt holds arm out car window for test.</td>
<td>MA 2: Remind pt of flu appt. Pt then able to leave.</td>
<td>MA 2: Remove PPE and wash hands.</td>
</tr>
<tr>
<td>MA 2: Put in PPE. Meet pt at car. Confirm pt name and DOB.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MA 1: Gather supplies for POC test and ensure order is entered. Give to MA 2.</td>
<td>MA 1: Receives test samples from MA 2.</td>
<td>MA 1: Run tests. Enter results in pt chart and route to PCP.</td>
</tr>
<tr>
<td></td>
<td>*MA 1 standby if help is needed</td>
<td></td>
</tr>
</tbody>
</table>

*Already determined pt needs POC test via chart review/chronic condition registry/etc.

<table>
<thead>
<tr>
<th>Admin/Front desk</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Call pt and schedule TWO appts: 1st appt for drive-up POC with MA. 2nd appt 1-2 days later for teledem visit with PCP.</td>
<td>Notify MA 1 pt has arrived.</td>
<td>Check pt in for telemed visit with PCP</td>
</tr>
<tr>
<td>Pt arrives and calls clinic. Pt is checked in over the phone.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Provider

Review results with pt.